COMPLAINT

Page 1

Case 2:12-cv-08765-JAK-FFM Document 1 Filed 10/12/12 Page 1 of 16 Page ID #:1



E CATCONSI O COL

II. VENUE

2. Venue is proper pursuant to 28 U.S.C. §1391b. Venue in this District is proper in that the Plaintiff resides here, the Defendants transact business here, and the conduct complained of occurred here. This is an action for damages which total at least \$13,000.

III. PARTIES

- 3. Plaintiff, Marguerite DeSelms, ("Plaintiff") is a natural person and is a resident of the State of California, Los Angeles County. Plaintiff is a consumer as defined by the FDCPA, 15 U.S.C. §1692a(3)
- 4. Defendant, Capital Management Services, L.P. ("Defendant") is an entity who at all relevant times was engaged, by use of the mails and telephone, in the business of attempting to collect a "debt" from Plaintiff, as defined by 15 U.S.C. §1692a(5). Upon information and belief Defendant, Capital Management Services, L.P. ("Defendant") is a foreign corporation, not authorized to do business in California, and located at 726 Exchange St, Suite 700, Buffalo, NY 14210. Defendant is a "debt collector" as defined by 15 U.S.C. § 1692a(6).

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IV. STATEMENT OF FACTS

- Plaintiff, Marguerite DeSelms, individually, hereby sues, Defendant(s) Capital Management Services, L.P., as an action for damages and injunctive relief brought by Plaintiff against Defendants for violations of the Telephone Consumer Protection Act (TCPA) Sec. 227., 47 USC § 227(b)(1), 47 USC § 227(a) (iii); for violations of Fair Debt Collection Practices Act under 15 USC, §1692 et seq (hereinafter "FDCPA"); for violations of Fair Credit Reporting Act (hereinafter "FCRA") under 15 U.S.C. §1681 et seq.; and for violations of Rosenthal Fair Debt Collection Practices Act §1788 (hereinafter "RFDCPA").
- Plaintiff contends that the collection company Defendant has violated such 6. laws by repeatedly harassing Plaintiff in attempts to collect alleged but nonexistent debt.
- From July 15 thru October 17, 2011, Defendant left 2 recorded messages 7. using automatic telephone dialing system on Plaintiff's cell phone, dialing and hanging up.
 - a. July 15, 2011, 8:13 a.m., caller id 864-331-5700, "Pam"
 - b. September 20, 2011, 9:37 a.m., caller id 864-331-5700, no identification

Page 3 COMPLAINT

- c. September 20, 2011, 11:27 a.m. caller id 866-634-9003
- d. September 24, 2011, 11:32 a.m. caller id 800-957-8394
- e. October 17, 2011 11:57 A.M., caller id 866-634-9003
- f. October 17, 2011 11:59 a.m. caller id 866-634-9003
- 8. From July 15 thru October 17, 2011, Defendant called Plaintiff's cell phone 6 times with no prior permission given by Plaintiff.
- 9. On July 15 and September 20, 2011, Defendant left recorded messages on Plaintiffs cell phone without express permission.
- 10. Plaintiff has retained 2 recorded calls in MP3 files and scanned copies of calls coming in on cell phone.
- 11. Defendant mailed debt collection letters to Plaintiff dated November 4, 2010, April 2, 2011, two letters dated July17, 2011 for two different amounts stating due, and July 24, 2011.
- 12. Plaintiff mailed two separate debt validation letters, both dated August 6, 2011, via certified mail, returned receipt dated August 13, 2011, asking to validate the alleged debt they claimed I owed them.
- 13. Defendant mailed two letters to Plaintiff, postmarked August 17, 2011, acknowledging my request of validation, and defendant stated in letter that they would contact their client to acquire information to validate the debt.
- 14. Plaintiff never received proper, valid, validation of the debt from Defendant.

15. Plaintiff received another debt collection letter from Defendant dated October 12, 2011, after Plaintiff requested validation of alleged debt, and never having received validation of alleged debt from Defendant.

- 16. On July 12, 2012, Plaintiff called Defendant's office phone number and Plaintiff was referred to a compliance manager by a person named Keith and then another person named Carl Rinehart (spelling uncertain), where Plaintiff then left a voicemail message to call her to discuss the alleged debt.
- 17. On July 13, 2012, Plaintiff called the Compliance Manager's contact number she was given and left a message stating she would be filing a lawsuit against Defendant, and would Defendant be interesting in settling the matter outside of court, before having to file a lawsuit.
- 18. Defendant never received any return call or email from Defendant acknowledging Plaintiff's attempt to settle the matter outside of a lawsuit.
- 19. On July 13, 2012, Plaintiff mailed a letter via certified mail, stating there was a Notice of Pending Lawsuit, waiting to be filed in federal court against the Defendant.
- 20. Plaintiff never received any response to the Notice of Pending Lawsuit letter from the Defendant, whereby Plaintiff thus decided to move forward in filing a federal complaint against the Defendant for violations of FDCPA, FDCPA, TCPA, and FCRA.

. 10

V. CAUSES OF ACTION

(FIRST CAUSE OF ACTION)

(VIOLATIONS OF THE TELEPHONE COMMUNICATIONS ACT

47 U.S.C. §227)

(As against Defendant(s) Capital Management Services, L.P.)

- 21. Plaintiff alleges and incorporates the information in paragraphs 1 through 20.
- 22. Defendant has demonstrated willful or knowing non-compliance with 47

 U.S.C. §227(b)(1)(A) by using an automatic telephone dialing system to call
 the Plaintiff's number, which is assigned to a cellular telephone service.
- 23. Defendant has committed 6 separate violations of 47 U.S.C. §227(b)(1)(A) and Plaintiff is entitled to damages of \$1500 per violation pursuant to 47 U.S.C. §227(b)(3)(B).
 - 24. Defendant has demonstrated willful or knowing non-compliance with 47 U.S.C. §227(b)(1)(A) The last 6 calls are subject to treble damages pursuant to 47 U.S.C. §227(b)(3) as they were intentional.
- 25. Defendant has demonstrated willful or knowing non-compliance with 47

 U.S.C. §227(b)(1)(A) by calling the Plaintiff's number, which is assigned to a cellular telephone service. The Plaintiff has never given Defendant permission to call Plaintiff's cell phone. Plaintiff is entitled to damages of

\$1500 per violation pursuant to 47 U.S.C. §227(b)(3)(B). Plaintiff and Defendant do not have an established business relationship within the meaning of 47 U.S.C. §227.

(SECOND CAUSE OF ACTION)

(VIOLATION OF FAIR DEBT COLLECTION PRACTICES ACT (FDCPA),

15 U.S.C. §1692)

(As against Defendant(s) Capital Management Services, L.P.)

- 26. Plaintiff alleges and incorporates the information in paragraphs 1 through 25.
- 27. Defendants caused the phone to ring repeatedly, violating §1692d(5)
- 28. Defendants placed telephone calls and left messages without disclosing their true identity, violating §1692d(6.)
- 29. Defendants engaged in false or misleading representations in communications or means in connection with the debt collection, violating §1692e.
- 30. Defendants violated §1692e (10) by the use of any false representation or deceptive means to collect or attempt to collect any debt or to obtain information concerning a consumer.
- 31. Defendants violated §1692e(11) by failing to contain the mini-Miranda warning.
- 32. Defendants violated §1692e (14) by leaving a name other than the true name of the debt collector's business.

- 33. Defendants violated §1692f(1) by attempting to collect any amount not authorized by the agreement creating the debt or permitted by law.
- 34. Defendants violated §1692g(B) by continuing collection efforts without validating the alleged debt, by mailing another debt collection letter dated October 12, 2011.

(THIRD CAUSE OF ACTION)

VIOLATION OF FAIR CREDIT REPORTING ACT (FCRA), 15 U.S.C. §1681

(As against Defendant(s) Capital Management Services, L.P.)

- 35. Plaintiff alleges and incorporates the information in paragraphs 1 through 34.
- 36. Plaintiff is a consumer within the meaning of the FCRA, 15 U.S.C. §1681a(c).
- 37. Defendants are a furnisher of information within the meaning of the FCRA, 15 U.S.C. §1681s-2.
- 38. Defendants negligently violated the FCRA. Defendant's violations include, but are not limited to, the following:

Defendants negligently violated 15 U.S.C. §1681b(f) by obtaining Plaintiff's consumer report without a permissible purpose as defined by 15 U.S.C. §1681b. three times:

a. July 17, 2011, one hard pull from Equifax. (demand \$1000 for this violation)

- b. April 2, 2011, one hard pull from Equifax . (demand \$1000 for this violation)
- c. November 4, 2010, one hard pull from Equifax (demand \$1000 for this violation)

(FOURTH CAUSE OF ACTION)

VIOLATION OF Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code §1788 et seq. (RFDCPA)

(As against Defendant(s) Capital Management Services, L.P.)

- 39. Plaintiff alleges and incorporates the information in paragraphs 1 through 38.
- 40. Plaintiff is a consumer within the meaning that is defined by Cal. Civ. Code § 1788.2(h)
- 41. Defendants are debt collectors within the meaning of §1788.2(c)
- 42. Defendants violated §1788.11(b) by placing telephone calls and leaving messages without disclosing the agency that they represent.
- 43. Defendants violated §1788.11(d) causing the telephone to ring repeatedly and continuously so as to annoy the Plaintiff.
- 44. Defendant violated §1788.11(e) of the RFDCPA by placing collection calls to Plaintiff with such frequency as to be unreasonable and to constitute a harassment to Plaintiff under the circumstances.

- 45. Defendant violated §1788.13(i) by falsely representing the true nature of the business of the defendant by leaving messages on the Plaintiff's cell phone voice message system that were vague and misleading.
- 46. Defendant violated the §1788.17 of the RFDCPA by continuously failing to comply with the statutory regulations contained within the FDCPA, 15

 U.S.C. §1692 et seq.
 - i. Defendant violated §1692d of the FDCPA by engaging in conduct the natural consequence of which is to harass, oppress, or abuse the Plaintiff.
 - ii. Defendant violated §1692d(5) of the FDCPA by causing a telephone to ring repeatedly and continuously with the intent to annoy, abuse, and harass Plaintiff.

VI. REQUEST FOR RELIEF

WHEREFORE, the Plaintiff requests:

47. judgment for damages against Defendant, for actual or statutory damages and punitive damages in the amount of \$13,000, plus fees and costs, pursuant to 15 USC 1692k(2) and 15 U.S.C. §1681n (a) (3) and 1681n(b) and 15 U.S.C. §1681o (a); Telephone Consumer Collection Practices Act: 47 USC Sec. 227 (f) (1); the Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code §1788.30(b) and §1788.30 (c), and Costs pursuant to the Rosenthal Fair

Debt Collection Practices Act, Cal. Civ. Code §1788.30(c); removal of unpermissible pulls in credit report, and any other relief that this Honorable Court deems appropriate. VII. DEMAND FOR JURY TRIAL Plaintiff hereby demands a trial by jury of all issues so triable as a matter of law. . 10 Respectfully submitted this _____12th_ of October, 2012. MOSEL Marguerite DeSelms Plaintiff In Pro Per San Pedro, California 90731

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984 W 3rd St

310-427-1008

mdeselms@wt.net

UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

NOTICE OF ASSIGNMENT TO UNITED STATES MAGISTRATE JUDGE FOR DISCOVERY

This case has been assigned to Distric	t Judge John Kronstadt and the assigned discovery
Magistrate Judge is Frederick F. Mumm.	

The case number on all documents filed with the Court should read as follows:

CV12- 8765 JAK (FFMx)

Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.

All discovery related motions should be	noticed on the calendar of the Ma	igistrate Judge
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NOTICE TO COUNSEL

A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filed, a copy of this notice must be served on all plaintiffs).

Subsequent documents must be filed at the following location:

Western Division	ſl	Southern Division	r 1	Eastern Division
312 N. Spring St., Rm. G-8 Los Angeles, CA 90012	ب	411 West Fourth St., Rm. 1-053 Santa Ana, CA 92701-4516		3470 Twelfth St., Rm. 134 Riverside, CA 92501

Failure to file at the proper location will result in your documents being returned to you.

UNITED STATES DISTRICT COURT

for the

Central District of California

	110141 2710	interest Controlling
MARGUERITE DESELMS)
Plaintiff	NR	OFFICE USE ONLY
	• a v	Civil Action No.
CAPITAL MANAGEMENT SERVICES, L.P.)
		CV12-8765
SUMM	ONS IN	A CIVIL ACTION
To: (Defendant's name and address)	Section of the sectio	
are the United States or a United States agency, or P. 12 (a)(2) or (3) — you must serve on the plaint	an office iff an ans or motio ESELMS	ou (not counting the day you received it) — or 60 days if you er or employee of the United States described in Fed. R. Civ. wer to the attached complaint or a motion under Rule 12 of n must be served on the plaintiff or plaintiff's attorney,
If you fail to respond, judgment by defaul You also must file your answer or motion with the		entered against you for the relief demanded in the complaint.
		CLERK OF COURT
Date: 10/12/2012		F NEW MARKET
Date. 10/12/2012		Signature of Parket Clerk
THE ATT. PERS.	NAME OF THE PERSONS	
	Utt	ICE USE CHIEFER

Case 2:12-cv-08765-37ATES DISTRICT COURT, CENTRAL DISTRICT CAQCAL FOR NO. Page ID #:15 civil cover sheet

800-457-8220	DEFENDANTS CAPITAL MANAGEMENT SERVICES, L.P. 726 EXCHANGE ST, SUITE 700 BUFFALO, NEW YORK, 14210				
(b) Attorneys (Firm Name, Address and Telephone Number. If you are representing yourself, provide same.) Attorneys (If Known)					
MARGUERITE DESELMS 984 W 3RD ST, SAN PEDRO, CA 90731 310-427-1008					
II. BASIS OF JURISDICTION (Place an X in one box only.) III. CITIZENSHIP OF PRINCIPAL PARTIES - For Diversity Cases Only (Place an X in one box for plaintiff and one for defendant.)					
□ 1 U.S. Government Plaintiff Solution (U.S. Government Plaintiff Government Not a Party) Citizen of This State PTF DEF Incorporated or Principal Place of Business in this State					
□ 2 U.S. Government Defendant □ 4 Diversity (Indicate Citizenship of Parties in Item III) Citizen of Another State □ 2 □ 2 Incorporated and Principal Place □ of Business in Another State	5 🗹 5				
Citizen or Subject of a Foreign Country 3 3 Foreign Nation	5 □6				
IV. ORIGIN (Place an X in one box only.) 1 Original Proceeding State Court Appellate Court Reopened State Court Appellate Court Reopened 15 Transferred from another district (specify): 6 Multiplication 5 Magistrate Judge 6 Magistrate Judge					
V. REQUESTED IN COMPLAINT: JURY DEMAND: Yes \(\subseteq \text{No (Check 'Yes' only if demanded in complaint.)} \)					
CLASS ACTION under F.R.C.P. 23: Yes No MONEY DEMANDED IN COMPLAINT: \$ 13,000					
VI. CAUSE OF ACTION (Cite the U.S. Civil Statute under which you are filing and write a brief statement of cause. Do not cite jurisdictional statutes unless diversit Fair Debt Collection Practices Act 15 USC Sec. 1692; Fair Credit Reporting Act (15 USC Sec. 1681); Telephone Consumer Protection Act (47 USC Sec 227)	y.)				
VII. NATURE OF SUIT (Place an X in one box only.)					
OTHER STATUTES CONTRACT TORTS TORTS PRISONER LABOR					
□ 400 State Reapportionment □ 110 Insurance PERSONAL INJURY PERSONAL PETITIONS □ 710 Fair Labor	Standards				
□ 410 Antitrust □ 120 Marine □ 310 Airplane □ 370 Other Fraud □ 370 Motions to □ 430 Banks and Banking □ 130 Miller Act □ 315 Airplane Product □ 370 Other Fraud □ 370 Vacate Sentence □ 720 Labor/Mgm	t				
☐ 450 Commerce/ICC ☐ 140 Negotiable Instrument Liability ☐ 371 Truth in Lending Habeas Corpus Relations	•				
Rates/etc.					
☐ 460 Deportation Overpayment & Slander Property Damage ☐ 535 Death Penalty Reporting & Disclosure ☐ 330 Fed. Employers' ☐ 385 Property Damage ☐ 540 Mandamus/ Disclosure					
1 ability Liability					
Organizations					
¥480 Consumer Credit ☐ 152 Recovery of Defaulted ☐ 345 Marine Product ☐ 422 Appeal 28 USC ☐ 555 Prison Condition Litigation					
490 Cable/Sat TV Student Loan (Excl. 350 Motor Vehicle 350 Motor V					
355 Motor venicle LISC 157 D 610 Agriculture PROPERTY RI					
Exchange Overpayment of Securities/Commodities Securities Commodities Securities Securiti					
□ 875 Customer Challenge 12 Veteran's Benefits Injury □ 441 Voting □ 12830 Patent					
USC 3410 ☐ 160 Stockholders' Suits ☐ 362 Personal Injury- ☐ 442 Employment ☐ 625 Drug Related ☐ 840 Trademark					
1 DOORLY OFFI	RITY				
□ 890 Other Statutory Actions □ 190 Other Contract Med Malpractice □ 443 Housing/Acco- Seizure of SOCIAL SECU					
□ 890 Other Statutory Actions □ 190 Other Contract □ 891 Agricultural Act □ 195 Contract Product □ 365 Personal Injury- Product Liability □ 444 Welfare Seizure of Property 21 USC □ 861 HIA (1395) □ 892 Economic Stabilization □ Liability □ 444 Welfare 881 □ 862 Black Lung	f) (923)				
□ 890 Other Statutory Actions □ 190 Other Contract □ 891 Agricultural Act □ 195 Contract Product □ 365 Personal Injury-Product Liability □ 196 Franchise □ 368 Asbestos Personal □ 443 Housing/Accommodations □ 443 Housing/Accommodations □ 890 Franchise □ 368 HIA (1395 Medical Product Liability □ 444 Welfare □ 368 DIWC/DIV □ 368 DIWC/DIV □ 368 Asbestos Personal □ 445 American with □ 630 Liquor Laws □ 863 DIWC/DIV □ 368 ODIV □ 368 DIWC/DIV	f) (923)				
□ 890 Other Statutory Actions □ 190 Other Contract □ 891 Agricultural Act □ 195 Contract Product □ 365 Personal Injury-Product Liability □ 365 Personal Injury-Product Liability □ 366 Asbestos Personal □ 443 Housing/Accommodations Property 21 USC □ 861 HIA (1395) □ 892 Environmental Matters □ 196 Franchise □ 368 Asbestos Personal □ 444 Welfare □ 881 □ 862 Black Lung □ 863 DIWC/DIW □ 893 Environmental Matters □ 196 Franchise □	f) ; (923) /W				
□ 890 Other Statutory Actions □ 190 Other Contract □ 365 Personal Injury-Product Liability □ 365 Personal Injury-Product Liability □ 368 Asbestos Personal Injury-Product □ 369 Liquor Laws □ 360 DIWC/DIV (405(g)) □ 360 Airline Regs □ 360 Aborton Act □ 210 Land Condemnation □ 360 Aborton Act □ 360 Aborto	f) (923) /W XVI))				
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□ 890 Other Statutory Actions □ 190 Other Contract □ 365 Personal Injury-Product Liability □ 368 Asbestos Personal Injury Product □ 369 Environmental Matters □ 368 Asbestos Personal Injury Product □ 369 DIWC/DIV □ 360 Airline Regs □ 360 Occupational □ 360 Occup	f) (923) /W XVI)) SUITS Plaintiff nt)				
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AFTER COMPLETING THE FRONT SIDE OF FORM CV-71, COMPLETE THE INFORMATION REQUESTED BELOW.

Case 2:12-cv_08765-1AKES DISTRICT COURT, CENTRAL WISHINGT OR CALIBORNIA Page ID #:16 CIVIL COVER SHEET

VIII(a). IDENTICAL CASE	S: Has this action been previ	ously filed in this court and dismissed, remanded or closed? No fies	
If yes, list case number(s):	Have any cases been previo	usly filed in this court that are related to the present case? No Yes	
Civil cases are deemed relate (Check all boxes that apply)	A. Arise from the same of B. Call for determination	and the present case: closely related transactions, happenings, or events; or of the same or substantially related or similar questions of law and fact; or ld entail substantial duplication of labor if heard by different judges; or nt, trademark or copyright, and one of the factors identified above in a, b or c also is present.	
		i, use an additional sheet if necessary.)	
(a) List the County in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the government of the county in this Di Check here if the county in this Di Check here if the government of the county in this Di Check here if the county in this Di Check	strict; California County out: nent, its agencies or employe	side of this District; State if other than California; or Foreign Country, in which EACH named plaintiff resides. ses is a named plaintiff. If this box is checked, go to item (b).	
County in this District:*		California County outside of this District; State, if other than California; or Foreign Country	
Los Ange	les		
(b) List the County in this D Check here if the govern	istrict; California County out ment, its agencies or employe	side of this District; State if other than California; or Foreign Country, in which EACH named defendant resides. sees is a named defendant. If this box is checked, go to item (c).	
County in this District:*		California County outside of this District; State, if other than California; or Foreign Country	
		New York	
(c) List the County in this E	District; California County ou	tside of this District; State if other than California; or Foreign Country, in which EACH claim arose. of the tract of land involved.	
County in this District:*	gelou cases, as a second	California County outside of this District; State, if other than California; or Foreign Country	
Los A	ngeles		
	Rernardino, Riverside, Ve	ntura, Santa Barbara, or San Luis Obispo Counties	
X. SIGNATURE OF ATTO		MAD Sehre Date 18-12-12	
Notice to Counsel/Par	ties: The CV-71 (JS-44) Ci	vil Cover Sheet and the information contained herein neither replace nor supplement the filing and service of pleadings ed by the Judicial Conference of the United States in September 1974, is required pursuant to Local Rule 3-1 is not filed of statistics, venue and initiating the civil docket sheet. (For more detailed instructions, see separate instructions sheet.)	
Key to Statistical codes relat	ing to Social Security Cases:		
Nature of Su	it Code Abbreviation	Substantive Statement of Cause of Action	
861	ніа	All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b))	
862	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)	
863	DIWC	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405(g))	
863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405(g))	
864	SSID	All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security Act, as amended.	
865	RSI	All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 U.S.C. (g))	

CV-71 (05/08) CIVIL COVER SHEET Page 2 of 2